

CITY OF RIVERTON
JOB DESCRIPTION

DISPATCHER

SUMMARY: Performs technical work in the use of communications equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Receives and transmits radio messages to and from units operating in the field; receives and transmits radio messages to state, federal and county units as necessary.

Answers incoming calls and ascertains nature of the problem and its location; dispatches necessary personnel and equipment, refers calls of a more difficult or questionable nature to a supervisor of the department involved.

Monitors security and/or fire alarm panel and takes action according to established procedures.

Trains new personnel and maintains proficiency in the use of communications equipment, record keeping systems, reference material, city geography, and related skills. Provides a variety of general information.

Acts as a reference source for units in the field; operates teletype as necessary; acts as cashier as required.

Broadcasts information to field units such as pick-up notices for wanted persons, stolen vehicles, suspect vehicles and wanted property.

May be requested to conduct body searches of prisoners if more than cursory search is needed.

SUPERVISORY RESPONSIBILITIES: Serves as a lead worker over personnel as assigned.

SUPERVISION RECEIVED: Works under close supervision of a technical or administrative supervisor.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED).

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Some knowledge of the street system and physical layout of the City. Ability to learn the operation of communication equipment. Ability to learn modern office practices and procedures. Ability to follow established bookkeeping procedures. Ability to react effectively in emergency and stress situations. Ability to perform work requiring good hearing, good diction, and a clear voice.

CERTIFICATIONS, LICENSES, REGISTRATIONS: Ability to be bonded. Must be certified by the Wyoming Law Enforcement Academy and Wyoming Division of Criminal Investigation.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee frequently is required to sit.

The employee must occasionally lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.